

EXTENDED SERVICES

(As approved by CMS effective July 1, 2015 + Service & Documentation Standards)

Extended Services

Service Definition

Extended Services are ongoing employment support services which enable an individual to maintain integrated competitive employment in a community setting. Individuals must be employed in a community-based, competitive job that pays at or above minimum wage in order to access this service.

The initial job placement, training, stabilization may be provided through Indiana Vocational Rehabilitation Services. Extended Services provide the additional work related supports needed by the individual to continue to be as independent as possible in community employment. If an employed individual has obtained community based competitive employment and stabilization without Vocational Rehabilitation's services, the participant is still eligible to receive Extended Services, as long as the participant meets the qualifications below.

Ongoing employment support services are identified in the participants' Individualized Support Plan and must be related to the participants' limitations in functional areas (i.e. self-care, understanding and use of language, learning, mobility, self-direction, capacity for independent living, economic self-sufficiency), as are necessary to maintain employment.

Reimbursable Activities

- Ensuring that natural supports at the work site are secured through interaction with supervisors and staff. A tangible outcome of this activity would be a decrease in the number of hours of Extended Services an individual accessed over time.
- Training for the participant, and/or the participant's employer, supervisor or coworkers, to increase the participant's inclusion at the worksite.
- Regular observation or supervision of the participant to reinforce and stabilize the job placement.
- Job-specific or job-related safety training.
- Job-specific or job-related self-advocacy skills training.
- Reinforcement of work-related personal care and social skills.
- Training on use of public transportation and/or acquisition of appropriate transportation.
- Facilitating, but not funding, driver's education training.
- Coaching and training on job-related tasks such as computer skills or other job-specific tasks.

Individual (one-on-one) services can be billed in 15 minute increments.

For Extended Services provided in a group setting, reimbursement equals the unit rate divided by the number of individuals served.

With the exception of 1:1 on the job coaching, support and observation, the potential exists for all components of the Extended Services service definition to be applicable to either an individual waiver participant or to a group of participants. However, specific examples of activities that might be rendered in a group setting would include instructing a group of individuals on professional appearance requirements for various types of employment, reinforcement of work-related personal care or social

skills, knowing how to get up in time to get ready for and commute to work. Groups could receive job-specific or job-related safety training, self-advocacy training, or training on the use of public transportation. A group could receive training on computer skills or other job-specific tasks when group participants have similar training needs.

Service Standards *(Note that Service Standards are not included in the waiver application, but will be added to the DDRS Waiver Manual and DDRS HCBS Waiver Provider Manual when updated)*

Extended Services are provided in integrated community settings where persons without disabilities are also employed. Reimbursement will only be made for the employment support services required by the individual receiving services as a result of their disability.

Extended Services do not include sheltered work or other similar types of vocational services furnished in specialized facilities or volunteer endeavors.

An individuals' ISP should be constructed in a manner that reflects individual informed choice and goals relating to employment and ensures provision of services in the most integrated setting possible. The Extended Services supports should be designed to support employment outcomes that lead to further independence and are consistent with the individual's goals.

Documentation Standards *(Note that Documentation Standards are not included in the waiver application, but will be added to the DDRS Waiver Manual and DDRS HCBS Waiver Provider Manual when updated)*

Individual informed choices and goals related to employment and the justification/need for Extended Services must be outlined in the Individualized Support Plan.

In addition to compliance with documentation requirements outlined in 460 IAC 6, the following data elements are required for each service rendered:

- Name of participant served
- RID Number of the participant
- Name of provider
- Identified employment need
- Service rendered
- Expected outcome
- Date of service including the year
- Time frame of service (include a.m. or p.m.) (from/to)
- Notation of the primary location of service delivery
- A summary of services rendered to include the specific reimbursable activities that were performed and the outcomes realized from those activities.
- A description of any issue or circumstance concerning the participant including, but not limited to, significant medical or behavioral incidents or any other situation that may be uncommon for the individual
- Signature that includes at least the last name and first initial of the staff person making the entry.
- Electronic signatures are permissible when in compliance with the Uniform Electronic Transactions Act (IC 26-2-8).
- Upon request, all data elements must be made available to auditors, quality monitors, case managers, and any other government entity.

*The data may reside in multiple locations but must be clearly and easily linked to the individual or the standard will not be met.

NOTE:

- Only those waiver participants engaged in competitive community employment and actively utilizing a combination of Supported Employment Follow-Along (SEFA) and Prevocational services as of June 30, 2015 (as reflected in their ISP, approved CCB and NOA) may utilize the combination of Extended Services and Prevocational services on or after July 1, 2015.

Additional Information:

- Individuals may also utilize Workplace Assistance during any hours of competitive integrated employment in conjunction with their use of Extended Services.
- Extended Services are not time limited.
- Community settings are defined as non-residential, integrated settings that are in the community. Services may not be rendered within the same building(s) alongside other non-integrated participants.
- Competitive integrated employment is defined as full or part-time work at minimum wage or higher, with wages and benefits similar to those without disabilities performing the same work, and fully integrated with co-workers without disabilities.
- Individuals may be self-employed, working from their own homes, and still receive Extended Services when the work is competitive and could also be performed in an integrated environment by and among persons without intellectual/developmental disabilities

Limitations

Group services may only be rendered at the discretion of the IST and in group sizes no greater than four individuals to one staff. In addition, the provider must be able to provide appropriate documentation, as outlined in the DDRS Waiver Manual, demonstrating that the ratio for each claimed timeframe of services did not exceed the maximum allowable ratio determined by the IST for each group participant, and provide documentation identifying other group participants, by using the individuals' HIPAA naming convention.

Activities Not Allowed

Reimbursement is not available under Extended Services for the following activities:

- Any non-community based setting where the majority (51% or more) of the individuals have an Intellectual or Developmental Disability.
- Sheltered work observation or participation.
- Volunteer endeavors.
- Any service that is otherwise available under the Rehabilitation Act of 1973 or Public Law 94-142.
- Public relations.
- Incentive payments made to an employer to subsidize the employer's participation in Extended Services.
- Payment for vocational training that is not directly related to the individual's Extended Service needs outlined in the ISP.
- Extended Services do not include payment for supervisory activities rendered as a normal part of the business setting.
- Extended Services provided to a minor by a parent(s), step-parent(s), or legal guardian, or spouse.
- Waiver funding is not available for the provision of vocational services delivered in facility based or sheltered work settings, where individuals are supervised for the primary purpose of producing goods or performing services.
- The provision of transportation is not a reimbursable activity within Extended Services.
- Only those waiver participants engaged in competitive community employment and actively utilizing a

combination of Supported Employment Follow-Along (SEFA) and Prevocational services as of June 30, 2015 (as reflected in their ISP, approved CCB and NOA) may utilize the combination of Extended Services and Prevocational services on or after July 1, 2015. Effective July 1, 2015, for all other waiver participants, there is no longer an option to utilize this service combination as Prevocational services and Extended Services are considered to be mutually exclusive and shall not overlap. The latter group of waiver participants includes all new enrollees to the waiver as well as other active participants not utilizing a combination of Extended Services and Prevocational services as of June 30, 2015, whether or not they are/were engaged in competitive community employment. Going forward, individuals from the latter group of waiver participants who engage competitive community employment are no longer eligible for Prevocational services.

- Group supports delivered to individuals who are utilizing different support options. For example, one individual in the group is using Extended Services and another individual in the same group setting is using Facility-Based Habilitation. This type of activity would not be allowed.

NOTE: Supported Employment services continue to be available under the Rehabilitation Act of 1973 through the Vocational Rehabilitation Services (VRS) program within FSSA/DDRS's Bureau of Rehabilitation Services (BRS).

Provider Qualifications *(Applicable to provider types identified as FSSA/DDRS Approved Extended Services – Individual and FSSA/DDRS Approved Extended Services agencies)*

- Enrolled as an active Medicaid provider
- Must be DDRS-approved
- Must comply with Indiana Administrative Code, 460 IAC 6, including but not limited to:
 - 460 IAC 6-12 Insurance,
 - 460 IAC 6-10-5 Criminal Histories,
 - 460 IAC 6-11 Provider Financial Status,
 - 460 IAC 6-14-5 Direct Care Staff Qualifications,
 - 460 IAC 6-14-4 Staff Training,

Must comply with any applicable BDDS service standards, guidelines, policies and/or manuals, including DDRS Waiver Manual and DDRS BDDS Policy Manual.

- Must obtain/maintain Indiana accreditation by at least one (1) of the following organizations:
 - (1) The Commission on Accreditation of Rehabilitation Facilities (CARF), or its successor.
 - (2) The Council on Quality and Leadership in Supports for People with Disabilities, or its successor.
 - (3) The Joint Commission on Accreditation of Healthcare Organizations (JCAHO), or its successor.
 - (4) The National Commission on Quality Assurance, or its successor.
 - (5) An independent national accreditation organization approved by the secretary
- In order to be eligible to perform this service a provider must meet the standards as a Community Rehabilitation Provider as outlined in Indiana Code 12-12-1-4.1.

Service Delivery Method *(check each that applies):*

- ☐ Participant-directed as specified in Appendix E
- ☒ Provider managed

Specify whether the service may be provided by (check each that applies):

- ☐ Legally Responsible Person
- ☐ Relative
- ☐ Legal Guardian

Verification of Provider Qualifications

Entity Responsible for Verification:

Initially, BDDS. For re-approvals, BDDS and BQIS.

Frequency of Verification:

Up to 3 years.